

LIBRARY ASSOCIATE

DEFINITION

To lead and perform a wide variety of complex customer service and library duties in a public library setting; to assist Library guests in making effective use of the Library's resources, collections and programs; provide technical training to guests and staff as needed; and to perform related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor; and may exercise functional and/or technical guidance over less experienced staff.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Perform complex clerical library and customer service duties in a library setting; greet guests and provide directional assistance; provide general reference, and technical assistance to guests in person, over the telephone, using the Internet; refer more difficult reference queries to appropriate professional staff.

Check guest status to verify registration information; issue library and guest cards.

Assist guests with computers and perform computer troubleshooting; and assist and advise patrons in the use of library equipment and other library resources.

Conduct story hours and assist with programs for children, teens and adults.

Conduct a variety of instructional classes in library technology and resources.

Perform readers' advisory assistance to adults and children using materials, local on-line databases, and other appropriate tools.

Verify bibliographic information prior to borrowing materials from other libraries for local users.

Answer informational and directional questions pertaining to the library and services provided.

Request/recommend purchase of software applications and other materials and supplies for the library.

Review materials and recommend additions and deletions to collections; delete materials according to established procedures.

Organize work, set priorities, and follow up to ensure coordination and completion of assigned work.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer services.

Perform other related duties as assigned.

Assigned to Circulation

Lead, assign, and review the work of assigned staff, train staff and volunteers in work procedures; resolve complex questions related to the daily work; prepare timesheets for hourly employees; assist supervisor with the section's work schedule as needed.

Calculate and collect fines and other charges for overdue, lost, or damaged books or audio/visual materials; contact guests regarding overdue items, books, and materials.

Respond to guests' requests for information and materials; check library books and materials in and out utilizing a computerized on-line system; assist guests with basic reference questions as needed; refer questions of a more technical nature to appropriate staff members

Set up circulation desk for daily activities; and prepare cash drawer and desk supplies.

Record, balance, and verify daily receipts; maintain records and files related to library service activities and projects; prepare a variety of periodic and special library processing and statistical reports.

Resolve staffing emergencies and guests' problems related to circulation in the absence of the supervisor.

Receive, verify, and release materials for on-line reserve requests; unpack, check, and sort daily book shipments and distribute as indicated.

Receive returned books and materials, review due dates, and examine items for damages; sort returned materials for return to local shelves or for shipment to other library locations.

MINIMUM QUALIFICATIONS

Knowledge of:

Public library operations and automated systems, policies, and procedures.

Standard terminology and practices related to paraprofessional library support work.

Library technical resources and trouble shooting of library equipment.

General municipal library services, organization, and functions, including Dewey decimal system

Public desk etiquette and methods of providing information.

Customer service and conflict resolution techniques.

Modern office practices and procedures; computer equipment and software applications related to assignment.

Basic arithmetic.

English usage, spelling, grammar, and punctuation.

Ability to:

Perform paraprofessional library work involving the use of computers and software programs, and trouble shooting library equipment.

Perform a variety of customer services functions in a public library setting in person, via the telephone, or Internet.

Develop and present library classes and programs.

Interpret and explain library procedures and operational manuals.

Read, analyze, and write reports; interpret information.

Assign and review the work of others, including volunteers, and provide training.

Make accurate arithmetic computations.

Communicate using the telephone and via face-to-face interaction

Prioritize and coordinate several work activities; research, organize, and maintain accurate records.

Use initiative and sound independent judgment within established guidelines.

Operate standard office equipment, computer, and software applications related to assignment.

Deal with irate customer in an effective manner.

Work evenings and weekends.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of responsible technical experience in a public library.

Training:

Equivalent to an Associate's degree from an accredited college or university with major course work in Liberal Arts, Library Information Systems or closely related field.

License or Certificate

Possession of a valid California driver's license.

PHYSICAL DEMANDS

On a continuous basis, sit at desk, stand, or walk for long periods of time. Intermittently twist and reach office equipment; use telephone; write or use keyboard to communicate through written means; bend, stoop, crouch, kneel, stand, and sit for prolonged periods of time at a desk or computer workstation; extend arms above the shoulder to reach and retrieve books and materials from shelves; grasp books and materials; lift materials and supplies which may weigh up to 25 pounds. See in the normal vision range with or without correction to read typical business documents and computer screens; hear in the normal range with or without correction.

WORKING ENVIRONMENT

Work is performed indoors in an air-conditioned office environment with fluorescent lighting and moderate noise level. There is some exposure to outside atmospheric conditions when visiting outlying office/library branches. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.